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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Case No. 13253US01

PATENT

In the Application of:

MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence and all correspondence referenced herein are being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on October 16, 2003.

By: Ronald E. Larson  
Ronald E. Larson  
Reg. No. 24,478

**AMENDMENT B**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated July 17, 2003, kindly amend the above-identified application as follows:

RECEIVED  
OCT 23 2003  
TECHNOLOGY CENTER R3700

AMENDMENTS TO THE SPECIFICATION:

None